

**STATEMENT OF WORK
FOR
CLINICAL AND ANATOMIC PATHOLOGY OFF SITE STORAGE**

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Pathology & Laboratory Medicine Service**

1. GENERAL: The Contractor shall provide archival, receipt and storage to include clinical laboratory logs, records, paraffin blocks, glass slides and ancillary items related to storage of blocks and slides including empty block and slide filing cabinets; retrieval, delivery and refile on request of clinical laboratory logs and records, paraffin block and slide retrieval and refile; clinical laboratory and pathology materials file maintenance; clinical and anatomic pathology materials transportation; clinical laboratory and pathology materials destruction; and management of such materials. All work is to be performed in accordance with the guidelines established by Federal, State and local ordinances with all terms, conditions, provisions, schedules and specifications provided herein.

2. SCOPE OF SERVICES: The Contractor shall provide the following Pathology Materials management services to Bay Pines VA Healthcare System (BPVAHCS)

Receipt and Storage

- All inventories must be identified using a unique barcode system that tracks all movement of clinical records and pathology materials into and out of the Records Center.
- Records must be stored in a NARA approved site.
- Provide storage for various clinical and anatomic pathology materials, including but not limited to laboratory logs and records, paraffin blocks, glass slides, and ancillary items related to these materials; these must be stored in a secure facility used exclusively for records storage.
- Provide environmentally controlled storage for materials as requested including but not limited to paraffin blocks and glass slides.
- Pick up clinical laboratory logs and records and pathology materials for storage and deliver requested materials and supplies.

Retrieval & Refile

- Retrieve clinical records and pathology materials requested by BPVAHCS authorized users. . (Records and other materials must be able to be retrieved per our request within 24 hours or within 4 hours for a stat request).
- Notify BPVAHCS authorized users immediately prior to scheduled delivery if requested records or pathology materials cannot be located.
- Provide three delivery and transportation time frames for materials records, blocks and slides – Next Day, Half Day or Rush
- Pick up clinical records and pathology materials for refile within 48 hours of request.
- All company vehicles used for transportation of records/materials must be fully secured and equipped with automatic cargo locks and cargo door alarms.
- Provide active files maintenance to include but not limited to retrieval of records by container as requested by BPVAHCS Authorized Users.
- Notify BPVAHCS Authorized Users within 24 hours of any problems/discrepancies related to records or pathology materials received for active files maintenance.

Transportation

- Transport clinical records and pathology materials between BPVAHCS and Contractor's facilities for purposes of storage and retrieval in enclosed, secured vehicles.
- Permit scheduled site visits by BPVAHCS authorized staff.
- Provide optional emergency rush service as requested.
- In the event that the Contractor uses a third party to transport BPVAHCS clinical laboratory records or Pathology Materials, the Contractor shall ensure that the third party handles BPVAHCS materials in accordance with the Security and Proprietary Information Agreement requirements specified herein. Third party providers shall be bonded and subject to witness and approval by BPVAHCS.

Destruction

- Calculate destruction review dates for BPVAHCS clinical records and pathology materials automatically in Contractor's automated materials management system, based on BPVAHCS records and pathology materials retention information at no cost to BPVAHCS.
- Provide standard system generated reports of BPVAHCS records and pathology materials automatically on periodic basis to be determined by BPVAHCS at no cost to BPVAHCS.
- Destroy only those clinical records or pathology materials approved for destruction in writing by BPVAHCS Authorized Users.
- Process to completion BPVAHCS clinical records or pathology materials approved for destruction within 30 days of receipt by Contractor from BPVAHCS to destroy. A Certificate of Destruction will be provided to BPVAHCS attesting the destruction of records.
- Ensure that BPVAHCS clinical records or pathology materials removed from BPVAHCS facilities for the purpose of physical destruction are, in fact, physically destroyed within 3 business days after removal from BPVAHCS facility.
- Destroy BPVAHCS clinical records and pathology materials by burning/incineration, shredding, pulping, pulverizing, melting or chemical decomposition. Residue shall be inspected to ensure complete destruction.
- Update and maintain data related to BPVAHCS Pathology Materials as a result of destruction or permanent withdrawal at no cost to BPVAHCS.

Facilities

- Contractor warrants that its facilities are, and shall continue to be, designed, constructed and protected in accordance with the requirements of the authorities having jurisdiction and National Fire Protection Association and other appropriate fire codes. Contractor agrees to maintain, monitor and routinely test all detection and alarm systems. Such testing shall be documented and inspection of facilities available to BPVAHCS Authorized Users.
- Records must be stored in a NARA approved facility.
- Maintains BPVAHCS pathology materials in indoor, climate controlled environment on rack or shelf storage. Pathology Materials shall not be maintained in palletized storage, outdoor storage, in temporary structures or in 3rd party supplier facilities.
- Maintain and routinely test disaster emergency management recovery plans.
- Maintain a pest management program to eliminate damage to Pathology Materials due to insects, rodents, etc.
- Report any incidents in facilities that house BPVAHCS pathology materials within

24 hours and provide root cause analysis and corrective action plan.

- Be open and operational during regular business hours (Monday through Friday, 8:00AM to 5:00PM) in accordance with BPVAHCS's work calendar.
- Provide for 24 hour/7 days a week/365 days per year on call, emergency access to BPVAHCS clinical records and pathology materials.

Security

- Maintain and routinely test a 24-hour monitored intrusion detection system and access control system to prevent unauthorized access to BPVAHCS records and pathology materials. Such tests shall be documented and available for inspection by BPVAHCS Authorized Users.
- Contractor must have a full-time Chief Security Officer as part of its Safety and Security organization.
- Contractor must have a comprehensive Disaster Planning/Business Recovery plan in place for its business operations.
- Contractor must have a fully-staffed Risk Management department within its corporate finance group which is dedicated to protecting both corporate and customer assets.
- Contractor must be a member of the NFPA (National Fire Protection Association) Technology Committee to ensure compliance to fire safety codes and procedures.
- Contractor must conduct pre-employment screening, drug testing, and background investigations on all employees prior to hiring.
- Contractor must have a valid Affirmative Action/EEO Policy Statement in force.
- All employees must be regularly trained on issues such as Security, Privacy and HIPAA compliance.

Best Practices

- Contractor shall be a member of ARMA (Association for Records Managers and Administrators) and PRISM (Professional Records and Information Management)
- Contractor shall have SysTrust Certification
- Contractor shall observe all applicable ANSI standards as well as ISO standards for the preservation of information storage media.

HIPAA Compliance

- Contractor shall have taken documented steps to be compliant with the Privacy Rule established in the HIPAA legislation of 2001
- Contractor shall have taken documented steps to be compliant with the Security Rule established in the HIPAA legislation of 2003 and have achieved full compliance under this rule.

- 3. Evaluation Criteria:** The Government will award a firm fixed priced contract to the responsible offeror who is the lowest priced technically acceptable. In order to be rated Technically Acceptable all technical factors shall be rated as pass. Offeror shall demonstrate their ability to meet these factors with their offer in accordance with Paragraphs I-III below, and offers shall meet the minimum qualifications below in order to be evaluated. Technical acceptability is rated as pass or fail based on the following:

I. Technical

- a) *Experience:* In order to be considered acceptable, the offeror shall provide a detailed profile regarding previous experience in archival, receipt and storage of Pathology Records, Pathology Blocks and Slides storage services. An acceptable profile shall at a minimum include: Agencies, companies, medical facilities, and government facilities served; size/number of records stored and shipped monthly, retrieval processes; type of vehicles used to perform safe, secure and confidential transport, storage, and retrieval of records; and period of performance for the services provided to each facility.
- b) *Facility Requirements:* The offeror shall ensure facility meets all applicable 36 CFR 1228, Subpart K Standards as determined by National Archives and Records Administration. An acceptable certification of facility requirements shall submit at a minimum documented certification for all the offerors facility(ies):
 - 1). National Archives and Records Administration (NARA) certification.
 - 2). Climate control facility(ies) for Pathology Block & Slides Storage certification
 - 3) Fire Detection System certification/documentation
 - 4) Fire Suppression System certification/documentation
 - 5) Floor Load Capacity plan/documentation
 - 6) Flood Plain Certification/documentation
 - 7) Integrated Pest Management certification/documentation
 - 8) Intrusion Alarm Certification (UL1076) certification/documentation

II. Past Performance Acceptable past performance shall at a minimum shall provide:

- 1) Offerors shall provide a minimum of three (3) identified references when submitting their quote. Emphasis will be on recent, relevant past performance. Recent is defined as work performed within the last three (3) years. Relevant is defined as work similar in size and scope of the work described in the Statement of Work (SOW). Since the Government may not necessarily interview all of the sources provided by the offerors, offeror shall explain the relevance of the data provided for each reference. Offerors are reminded that the Government may elect to consider data obtained from other sources.
- 2) Evaluators may validate the information on past performance by contacting the points of contact directly, via email, or by phone. POC information should be documented and be available upon request.
- 3) Offerors with no relevant past performance or whom information is not available, shall not be evaluated favorably or unfavorably on past performance.

III. Price

- 1) The offeror shall complete the Price/Schedule.